"Users Attitudes and Approaches towards Collection Development and Services of Electronic-Resources in the Central Libraries of Uttar Pradesh: A Comparative Study"

A

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Introduction

The establishment of a library as well as an information Centre is an essential component of every educational institution. The traditional method of searching of information involves using author names, page numbers, chapter headings, and other similar criteria. However, now traditional libraries have been transformed into digital libraries, which are easily accessible and searchable. Nonetheless, within these digital libraries, data can be searched using keywords, hyperlinks, or photographs. Libraries now face new challenges and opportunities in the areas of data storage, as well as the production, distribution, and dissemination of information as a result the developments have been brought about the continuous development in technology (Madhusudhan, 2012). The requirements of users can be very successfully met by web services within the allotted amount of time. Users can now access a broad variety of libraries through the web environment, which is provided for their convenience. In past, researchers were required to access physically books and conduct searches manually.

The Internet serves as a supplement to the conventional library services are having various benefits and enhancements that have made library services more intrinsic in nature and of web information systems. The important developments in library science includes the capacity to hyperlink to other resources, employ a graphical interface, and enable access for users who are located remotely. Numerous library services, such as online catalogue services, institutional repositories, library blogs, alerting services, and so on, make use of web-based services in various applications. Utilizing these services can be quite useful and convenient due to the fact that they make it simple to retrieve information, that allow many users access and are accessible at all times. Through the use of the library portal, majority of libraries now offer these services to their users. A library portal is a gateway that provides access to all of these different library services.

However, the academic and research communities are the primary targets of universities. Information gathered by means of technological applications is currently the primary driving force in both education and scientific inquiry. The academic community can make better use of library resources. The improvement in student support is a direct result of the transformation of academic libraries and the services and materials they provide. The availability of resources like SDI services, document delivery, CD-ROM services, library portal services, web OPACs and digital libraries have made this possible. At present, libraries no longer serve in its traditional way, the information and communication technology has brought a new revolution in library science through digital services. This is due to the fact that most information can now be found on internet,

which can be accessed whenever it is needed and from any location in the world. It has an effect on the progression of the collections held in the libraries (Tang, 2004). Nowadays, majority of libraries has either completed the process of incorporating printed resources into electronic resources or are in the process of doing so. It is mainly because libraries are able to shatter their walls and transform it into "library without walls." This is possible because the electronic papers controlled by libraries may be saved, retrieved and supplied to information seekers at any time when they required it (Kumar & Moorthy, 2011). According to Okiki (2012), the services provided by libraries are not restricted to taking place within the confines of the building itself, but rather are integrated on both a local and at global level. Access to scholarly journals, online public access catalogues (OPAC), literature, electronic databases, academic journals, and a variety of other academic materials related to all fields of knowledge is now widely available via internet. This trend is expected to continue in the foreseeable future.

An essential component of any information system is end user. Having access to the pertinent information is quite important, particularly in the fields of industrial research and development. In an academic library system, the user community constitutes faculty and the students. However, from the perspective of the user, whether he is a student or a faculty member needs a wide variety of information. An attitude is a mental state of attentiveness that has the ability to exert either a directive or a dynamic impact on an individual's response to all of the things and circumstances to which it is related (Moran, & Morner, 2017). One of the most essential components of a digital library is its collection of electronic resources. In the field of information technology, the internet can be used for effective retrieval and for fulfilling information requirements. E-resources are works that have been encoded and are either made available online through a computer or in a physical version. Newspapers, magazines, and other types of periodicals have been published online for years, and all kinds of texts are now available in a digitalized form. Additionally, digital media and networks have created new products, such as e-books, e-journals, and databases for the network security (Kumar, & Sharma, 2009). The internet in particular has had a significant impact on the way that publishing is done. E-resources are electronic information resources that can be accessed on or off campus through the World Wide Web. This information may call for the utilization of a peripheral that is directly attached to a computerized device (for example, a CD-ROM drive), or it may call for a connection to a computer network e.g. Internet (Preeti, 2017).

Role of University Libraries

A university library contributes to the realization of the mission and goals of the educational institution to which it is affiliated. University libraries cater to the requirements of both the teaching staff and the students by supplying books, documents and services that are requested. Nowadays, university libraries are adapting to

the most recent technological developments and are continually discovering in order to stay up with the ever-evolving requirements set out by both teachers and students. Information can be accessed both physically and virtually through the use of libraries. Now, students can access the library's resources even when they are not physically present in the library. Because the needs and expectations of those who use academic libraries change over time, it is the obligation of the library staff to remain aware of these requirements and to make every effort to fulfil them (Andaleeb, & Simmonds, 2001). Libraries are service-oriented institutions, so providing high-quality services and are one of the most critical factors in the organization's overall success. In libraries, you can take advantage of services, which includes advancing and returning of books, providing reference, conducting information searches, participating in educational activities, and utilizing information technology services.

Web-based information services in libraries

E-resources, institutional repositories, online OPACs, and a variety of other web information services are provided by the majority of libraries. As a result of the incorporation of web environments into library operations, users are able to access library services at any time to these services. Using web apps, library data administration is a simple task that can be completed quickly. Users now have the ability to access library resources outside of the library appreciations to the deployment of web services, which can obtain a great deal of sophisticated information through a variety of channels. Sharing resources is also made much simpler, because of the installation of web resources in libraries; users have no longer travel to libraries and take heavy books to home after for reading. This change has had a tremendous impact on user’s daily routines. Libraries are essential components of educational facilities such as universities. They are essential in the first place for conducting research and also for encouraging pupils to cultivate reading habits. In addition to books, both the teaching staff and the students need to have access to scholarly publications, globally collected dissertations and theses, newspaper archives, indexed abstracts, government gazettes, and other similar resources. University libraries of today, which consist of both digital and physical libraries, are ideally suited to meet these ever-evolving requirements since they combine the best of both worlds.

Library Portal

Library portals are gateways to library services and resources that are typically located on the web and are designed with the user in mind. These systems give consumers a convenient and frequently individualized access to a vast collection of information resources that are relevant and authoritative (Detlor & Lewis, 2004). Subject gateways are essential components of a library's website. They are created specifically for library users to assist them in locating high-quality information in a brisk and efficient manner. The automation of the library provides an integrated solution for in house operations as well as web-enabled services. The internet on

the campus allows wide accessibility to the services. At the moment, the majority of the library's services are made available online via the website of the library. The integration of the technologies allows for the provision of online-based services to end users. These services are provided through the use of a variety of web software and tools.

The term "subject gateway" refers to any facility that facilitates simpler access to web-based information located within a certain geographical region. The most fundamental form of subject gateways is a collection of web pages. In addition to that it is offering a straightforward search interface, features a hyperlinked index of resources. More sophisticated gateways provide a significantly improved level of service by means of a system that comprises a resource database and a number of indexes. Users can search or browse the system by a way of web-based user interface. A user can be directed to the website that is housing the original content by using subject gateways or portal websites. A library portal does a very good job of reflecting both the institutions' strong points and their problematic areas.

E-Resources

The production and management of collections in academic libraries at the college and university level are increasingly concentrating on electronic resources, rather than printed materials (Kaur & Singh, 2016). The term "e-resources" refers to any information that can only be accessed by using a computer and that can be accessed either locally or remotely through the use of the internet. The introduction of electronic resources in libraries has made it possible for them to have greater options for quickly and readily retrieving information (Mittal & Arvind, 2017). Consortia are groups of libraries that work together to offer a variety of online databases and e-journal services. All university libraries are members of several consortia. This includes both free resources that can be found on the internet as well as electronic resources that the libraries have purchased or licenced from either commercial companies or non-profit organizations. E-resources provide a solution to the information overload and storage issues that plague libraries. They present chances for providing access to information in a speedier and more expedient manner. The choice of electronic resources can be affected by a variety of criteria, including subject coverage, licence agreement, vendor support, and the overall quality of any given electronic resource (Kaur & Walia, 2016).

Online Library Catalogue

The library catalogue has undergone significant changes from the days of C. A. Cutter has transitioned from the classic card catalogue to the online public access catalogue (OPAC), which is a computer-based online database that is accessible to the public (Naik & Nikam, 2014). The online library catalogue feature makes it possible to do rapid searches of the library's databases, which give users access to a variety of resources

including books, journals, magazines, and manuscripts. Nowadays, Web-OPAC is the name given to the online version of the library catalogue that may be accessed on the internet. Facilities for keyword searching and searching using Booleans are included in the OPAC system. The search results make it easier for the individual doing the searching to gain access to and obtain all of the documents that are relevant to the search query, so saving them time and effort. Users who access academic libraries frequently report that the online library catalogue is currently more popular than the traditional library catalogue. It is of great assistance in quickly locating the papers in any particular library, regardless of whether the documents in question are printed publications or digital publications. This is true regardless of the format of the documents.

Institutional Repository

An institutional repository, often known as an IR, is a digital archive that contains all of the intellectual work produced by a single institution. A university-based institutional repository is a range of facilities offered by a university to its academic community and all users, for the access and use of the digital materials produced by that university's students and staff members themselves. The facilities can be used for accessing and using the digital materials produced by that university's students and staff members. It is the responsibility of the university to establish an institutional repository in order to safeguard and preserve such documents, as well as to ensure that they are distributed and made available in the appropriate manner (Lynch, 2003). The knowledge that is produced by a certain institution might be centralize, what is known as an institutional repository. The objects that are stored in the repository follow a predetermined order structure. It not only helps to preserve digital work for an extended period of time but also facilitates the distribution of digital works produced by institutions over the internet. As a result, institutional repositories save intellectual work for an extended period of time and make it available to individuals who have a requirement for it. IRs support digital formats like pictures, and all document types.

There is a wide variety of open source software available for the management of IRs. Some examples include e-print and Dspace. Both the profile of the institution as a whole, as well as of its researchers is growing on a global scale with the assistance of IRs. Beyond the confines of the library, the pattern of information diffusion caused by intellectual activity has been altered as a result of the system of open access and open archives. Scholars from all over the world are able to gain access to the research documents and educational resources that are housed in certain universities. The maintenance of a high-quality institutional repository is of considerable benefit not just to the users but also to the contributors and the institution itself.

UGC-Infonet Service

The University Grants Commission's (UGC) UGC-Infonet initiative is their most audacious and comprehensive endeavor till date. All of India's educational institutions, including colleges and universities, are given permission to use its extensive online resource library covering a wide range of subject/areas. It ensures that both teaching and research purposes have access to electronic resources and that those resources are used effectively. The leading publishers and aggregators have contributed their peer-reviewed journals and bibliographic databases to the UGC-Infonet digital library consortium, which allows users to access both current and archived versions of these resources. Access to the following full-text electronic journals and bibliographic databases was made available by UGC-Infonet for the purpose of facilitating research and fostering progress within the academic community.

E-Shodh Sindhu

The Ministry of Human Resource and Development (MHRD) recently merged the UGC-INFONET digital library consortium, the INDEST-AICTE consortium, and NLIST to form e-Shodh Sindhu. This new model of centrally controlled and centrally financed consortium would have the option to select resources from a comprehensive list of resources that are being subscribed by the consortium as well as those who are being subscribed by individual institutions. In addition, the responsibility for paying for the resources that an organisation chooses to use would fall on the institution itself, using its own money. On the other hand, the consortium would carry on with its role as an organization in order to continue negotiating subscription rates with publishers on institutions' behalf.

The Service of Current Awareness

One of the services that helps disseminate information is called CAS. The CAS might be either classic or contemporary in nature. In the past, CAS was delivered by means of photocopied journal tables and contents. However, the most recent ways involve the creation of various databases that are delivered via email or SMS content alert. The users of CAS are always kept up to date on the latest developments in the subjects that are relevant to their areas of interest. There are two distinct approaches that can be taken while providing CAS. In the first approach, it is communicated to individuals or groups of users through a casual chat or over the phone. Additionally, selective document distribution and the routing of periodicals and other documents are also included. In the alternative approach, it is communicated to all of the users through bibliography, indexing, and abstracting services, in addition to the current awareness bulletin.

Alerting Services

The user and the service provider are brought together through the usage of alerting services, which serve as an intermediary. The alerting service is a natural extension of the user's information-seeking behaviour in the digital world, which benefits the user immensely (Jabr, 2008). Accessing information through the internet and the company internet is beneficial. Email or text message alerts are two more marketing channels that might be utilised to sell library merchandise. It is possible to reserve books, receive alerts when they are due, inquire about fines, and other such things using alerting services. In addition to this, answers to inquiries such as questions asked regarding the electronic journal and other databases can be successfully delivered through the use of alerting services. Both professionals and patrons of the library can benefit from the time savings it provides.

Sohail and Alvi (2014) examined the use of web resources by medical students of Aligarh Muslim University. A survey questionnaire was prepared and distributed among the students for collecting primary data. The results of the study found that medical students approached web resources generally for their improvement in knowledge and for the quick search and retrieval of information. Majority of them accessed web resources links through search engines. Google was seen to be the most chosen/preferred search engine. The study revealed that different segments of students had different and wide-ranging use patterns of electronic resources depending upon their area of study and other demographic factors.

Dhamdhere & De Smet (2015) studied the use of electronic services for users of education and information. The study argued the current status of various electronic-based services offered by selected top university libraries in the USA and India. The results found that USA libraries offered many dynamic services, whereas Indian libraries offered only a few. The results also reveal that the frailest of USA libraries were stronger than the strongest of Indian library. Traditional bibliographical services took a relatively larger share on Indian library websites than on USA library websites. The ranking of the USA and Indian universities in the number of library offered services was done by using‘spearman’s rank correlation coefficient’. These findings were useful to university libraries in developing countries to expand their service and change their profiles into more modern information centers with higher educational potential.

Firdaus and Haridasan (2015) highlights the level, use and familiarity of electronic resources in post-graduate students of engineering in Zakir Husain College of Engineering and Technology (ZHCET), which is one of the major college of Aligarh Muslim University (AMU) in Uttar Pradesh, India. The study emphasized

on the issues such as the importance of various web resources for the students' academic tasks and the influence of digital resources on their academic work and knowledge acquisition. It also analyzed the extent of user satisfaction resulting from the use and availability of various web resources. According to the results, the effect of web resources, use on students' academic accomplishment was quite positive. Moreover, the number of users, who conceded that search of resources to find the required material has become easier, because of electronic resources, was quite significant.

Jeyashree & Ravichandran (2015) have studied the impact of Web in higher education institutions in India. The study examined the motivation factor for citing websites and its impacts in higher education institutions funded by the Indian central government. Spearman and chi-square statistics technique were used to highlight the relationship between institution group and website categories. Authors have selected 82 institutions funded by the Ministry of Human Resource Development and categorized them as IIMs, IITs, NITs and ARIs (All remaining institutes). A webometric analysis was used for the study. The findings of the study revealed that URL citations increased with the age of the institution. Chi-square test showed that NIT attained first position in all categories. It was concluded that URL citations of NITs had a close relationship and its association was strong with respect to other groups.

Tešendić & Boberić-Krstićev (2015) revealed the electronic services in libraries for visually impaired people. The study examines he software solutions for lending e-books in Serbia. Many libraries in Vojvodina used the library management system (LMS) of BISIS, which was a joint software solution to fulfill the demands of libraries. The results found that publishers in Serbia were not interested in collaboration with other libraries because usage of e-books is not widespread in Serbia. The stipulations of the Digsrv service linked the audio libraries designed for visually impaired people with the LMS of BISIS so that visually handicapped people could also access the library services through the same system. Implementation of these services and the electronic materials available in libraries were believed to act as a single access point for the audio library system.

Chalawadi, Mallaiah and Ramakrishna (2016) investigated postgraduate students' user behavior on web in T. John group of institutions in Bangalore city. They analyzed things such as the level of awareness of students about the use and purpose of e-information resources, the factors inhibiting them from the use and finally the satisfaction level of the respondents. Survey method was adopted for the study and a questionnaire was prepared for collecting the data. The study revealed that the students and faculty members of T. John group of

institutions played an important role in promoting their service and gave assistance and guidance whenever required especially while accessing e-resources.

Li & Ranaweera (2016) conducted a study on web-based library services of university libraries in Sri Lankan universities. Fifteen university libraries in Sri Lanka were selected for the study and purposive sampling method was used for the study. The study was analyzed by check-list method. Analysis of the data revealed that the universities had not maintained their websites properly. The study suggested that more attention should be given to web-based library services.

Arunkumar (2017) conducted a study on websites of leading academic libraries in India. The study analyzed the library websites of 20 leading academic libraries of the country. Out of them, eight were from IITs, six central universities, two state universities and one was a deemed university. The selection was done based on national institutional ranking framework 2017. A content survey of the websites was done with the help of a checklist. The main objective of the research was to identify the facilities and services offered through the websites and the level of adoption of web 2.0 tool in these sites. The survey revealed that almost all the websites of the leading university libraries were offering a wide range of courses and services through their web pages. Among the selected libraries, Aligarh Muslim University, Indian Institute of Management, Ahmadabad and University of Delhi scored more compared to the other selected library websites.

Jagjith (2017) explored the use of web-based resources by medical students of Punjab Institute of Medical Sciences (PIMS), Jalandhar. The study examined factors such as students' awareness, purpose, frequency, and accessibility of these resources. The study also analyzed the problems while using web-based resources. A sample of 149 students was taken for the study. The results showed that majority of the students had the awareness of web resources through their friends. A major portion of respondents used web-based resources for their study and research work. Some respondents were seen using HSLIBNET (Health Sciences Library Network) e-journal consortium. Information overload was one of the main problems faced by more than half of the students while accessing web resources. The study concluded that MBBS students of PIMS frequently used web-based resources for their improvement in various aspects of their academic activities.

Sahi & Sangita Gupta (2018) critically analyzed the skills of library professionals in web-based library services. The study was conducted among the library professionals working in the academic libraries of Jammu District. The study analyzed how the libraries were providing web-based library services and the level of skills of library professionals regarding the ICT tools that facilitate implementation of web-based library services. Questionnaire method was used to obtain the required data. The statistical tools such as mean, variance,

standard deviation and the t-value were used in the analysis of data. The study found that library professionals had enough skills to handle web-based services.

Objectives of the Study

- To study the status of electronic resources and services available in the central libraries of selected universities of Uttar Pradesh
- To study the different types of electronic resources which are available and used by the users in the central libraries of selected universities of Uttar Pradesh
- To study the purpose and frequency of using the electronic resources available in thein the selected central university libraries of Uttar Pradesh and Delhi
- To study the impact and satisfaction level of users on the useof web-based information services in the central libraries of selected universities of Uttar Pradesh
- To Study the impediments faced by the users while accessing and usingthe electronic resources in the library.

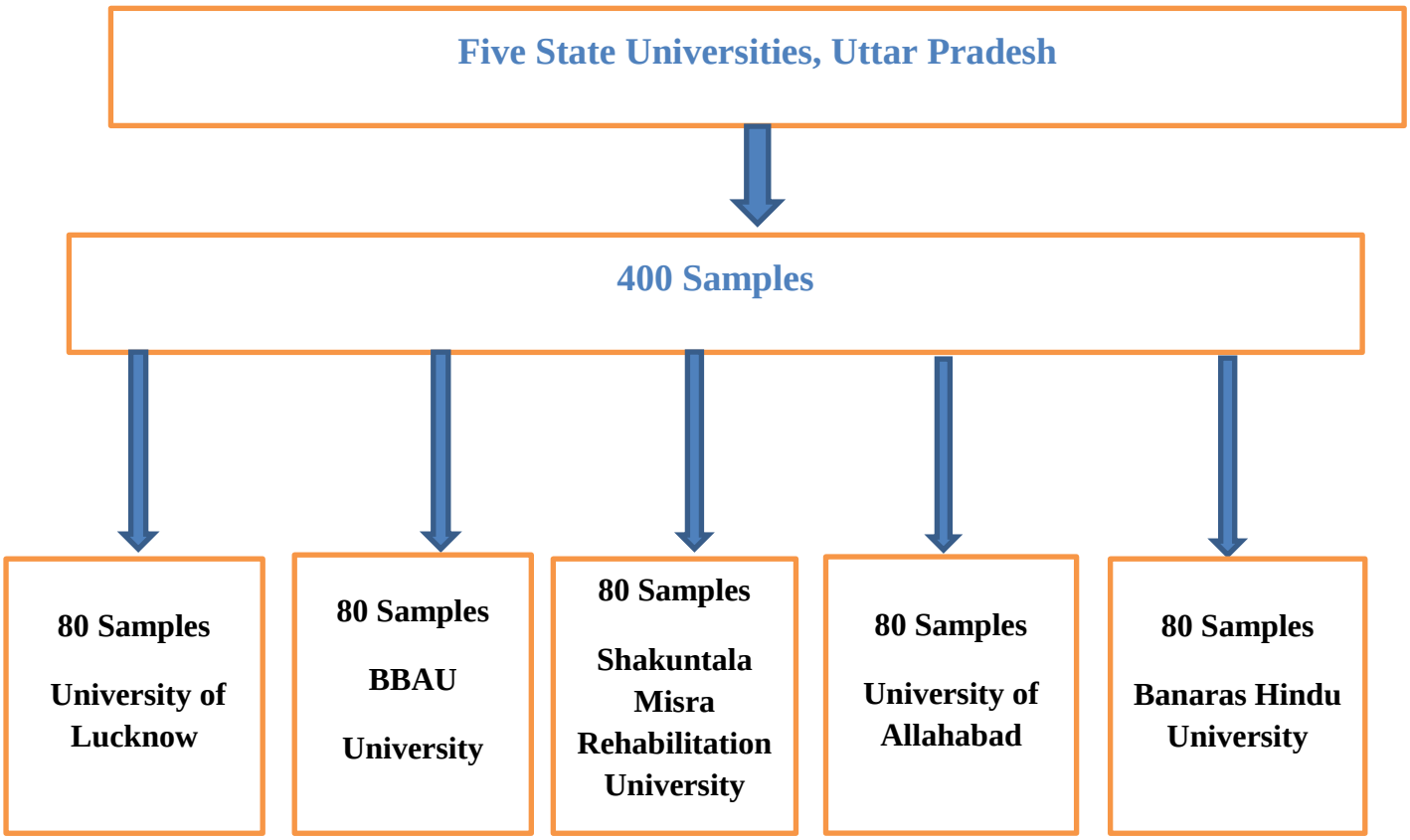
1. There is significant difference between the users with the use and type of electronic resources in central universities in Uttar Pradesh
2. Electronic resources available in central libraries in central universities in Uttar Pradesh are used by the majority of users of these universities.
3. Use of electronic resources for the academic activities is high in central universities in Central Universities than the State universities in Uttar Pradesh

Methodology

The study will be based on primary data. However, the primary data will be collected through the questionnaire, which will explore the user's attitudes and approaches towards collection development and services of electronic-resources in the central libraries of state university of Uttar Pradesh. The basic purpose of the research is to explore the present status of electronic resource infrastructure provided by the libraries of state universities of Uttar Pradesh to their users. In order to collect the data, stratified random sampling technique will be used of collect the data, in which the primary data will be collected from the universities of Uttar Pradesh i.e., University of Lucknow, Babasaheb Bhimrao Ambedkar University Lucknow, Dr. Shakuntala Misra Rehabilitation University Lucknow, University of Allahabad and Banaras Hindu University.

However, 400 samples will be collected from these five universities, which comprise 80 samples from each university. Moreover, appropriate statistical tools will be used for data analysis.

Methodological Map



Significance of the Study

The primary tasks of universities, which are institutions of higher education, are to educate students and engage in scholarly investigation. The processes of teaching, learning, and research are all significantly aided by the presence of a library in the community. The evolution of information and communication technologies has resulted in a new form for libraries, replacing their more traditional appearance. Users are able to access all of the library's services in a timely manner and without many difficulties, libraries have moved now to the electronic environment. Research of many kinds has been done to investigate the many different kinds of online services and the ways in which they operate. It is of the utmost importance to be familiar with the services provided by university libraries in the online environment as well as the usage trends of such services. The current study is an attempt to examine the use of electronic information resources in the universities of Uttar Pradesh. The purpose of this assessment is to determine the differences in their usage pattern and level of satisfaction with regard to electronic information resources. The majority of people on a university campus

who are looking for information are researchers. The actual information requirements of such groups can be easily determined if the subjects in question are chosen for investigation. This study investigates the user's attitudes and approaches towards collection and development of electronic resources and services in the central libraries of Uttar Pradesh. The present study will assist the universities and administrators in improving the quality of the services that they provide. This, in turn, will be of assistance to the researchers in their efforts to provide high-quality research output, which is necessary for the growth of the nation.

Limitations of the Study

Due to time constraint, the present study is limited only to the five university libraries of Uttar Pradesh.

The proposed study is to cover the collection, development and services of electronic resources in the central libraries of Uttar Pradesh but due to budget and time constraints only five major universities, which includes two state universities i.e. University of Lucknow and Dr. Shakuntala Misra Rehabilitation University and three central universities i.e. Babasaheb Bhimrao Ambedkar University Lucknow, University of Allahabad and Banaras Hindu University have been chosen for study.

Chapter Plan

Chapter 1: Introduction

Chapter 2: Review of Literature

Chapter 3: Collection, Development and Services of Electronic-Resources in the Central Libraries of Uttar Pradesh

Chapter 4: Awareness of Electronic-Resources among Users in the Central Libraries of Uttar Pradesh

Chapter 5: Problems of Central Libraries in Universities of Uttar Pradesh

Chapter 6: Conclusion and Suggestions

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